

Commuter Bus Riders Transition to Electronic SmartBenefits®



Timeline

1 st -15 th	Must be registered with employer to accept benefits.
1 st -20 th	Must allocate benefits to MTA Commuter Bus on SmartBenefits® website. (www.WMATA.com)
1 st -25 th	Purchase tickets with benefits, on MTAs website (www.mta.maryland.gov) for following month tickets.
20 th – 30 th	MTA processes and mails orders.

1. **How do I establish an electronic account to receive my SmartBenefits®?** There are two steps:
 - a. You must have a registered SmarTrip® card. Once you have a registered card, work with your benefits coordinator at your company or agency to set up a SmartBenefits® electronic account. Your employer must enroll you in their SmartBenefits® program no later than the 15th of the month. From the time your employer enrolls you in the program to the 20th of the month, is your time frame to allocate your SmartBenefits® to MTA Commuter Bus.
2. **When do I use my SmartBenefits?** Available SmartBenefits are for the following month. Commuter Bus tickets MTA sells are always one month in advance. For example, benefits received January 1st are February benefits for a February ticket.
3. **When do I purchase tickets online?** Always one month in advance. Place your order from the 1st thru the 25th and you will receive your pass for the following month. NOTE: Keep in mind we fill and mail orders during 'working days' excluding weekends and holidays. If you place an order on the 25th and that day falls on a Saturday, your order will not be processed until the following Monday. This may not allow time for your pass to arrive by the 1st of the month. Please plan accordingly.
4. **When do my tickets arrive?** All SmartBenefit orders are held and mailed out after the 21st of the month for the following months passes.
5. **How can I use my electronic SmartBenefits® account to purchase MTA Commuter Bus fare products?** Once you have set up your SmartBenefits® account to allocate your benefit to the MTA; you must go to MTA's web site – www.mta.maryland.gov monthly to purchase your Commuter Bus tickets electronically.
 - Select Your Product.
 - Scroll down to 'Add SmartBenefits to Your Order'

- Enter 'SmartBenefit Amount'. NOTE: Do not use '\$' ; and do not exceed ticket subtotal.
 - Enter 9 digit SmarTrip number in 'SB Account Number'.
 - Click 'Add To Order'
6. **When do I allocate my SmartBenefits®?** You will allocate your upcoming months SmartBenefits® from your enrollment date with employer to the 20th of the month prior to the month you wish to begin. Once your account is set up and transit provider designated, the SmartBenefit® allocation will occur automatically each month. **However, you must go to the MTA website to order your tickets monthly.**
 7. **Where can I purchase 10 trip tickets to use on the buses when I no longer can get the paper SmartBenefits® Vouchers?** Tickets can be purchased on the MTA's website.
 8. **What happens if I allocate more of my SmartBenefit® than the cost of the fare product I am purchasing?** You will not receive "change" or maintain a balance with MTA if you allocate more benefit than is needed to pay for your fare. You will be able to allocate the exact amount of your fare. SmartBenefit® funds may not be used for postage fees.
 9. **What if my SmartBenefit® allocation is not enough to cover the cost of my fare product?** When purchasing a fare product from MTA you must enter a credit card number to pay for any difference in the price of your fare product over the SmartBenefit® allocation. You will be prompted for credit card information on the purchase page.
 10. **What if my monthly allocation of SmartBenefit® goes to MTA but I forget to purchase my fare product by the 25th of the month – what happens to my Smart Benefit® allocation?** If the allocation comes to MTA but the rider forgets to purchase their fare product by the 25th of the month, that month's allocation is forfeited and no ticket or refunds will be given. You will be prompted for credit card information on the purchase page.
 11. **Will Commuter Bus operators such as Dillon, Eyre, Keller and Martz continue to sell 10 trip tickets?** Yes, Commuter Bus operators will continue to sell fare media on the bus.
 12. **Will Commuter Bus operators such as Dillon, Eyre, Keller and Martz accept SmarTrip® cards?** No, the Commuter Bus contractors will not be accepting payments using SmarTrip® cards.
 13. **Are the fares going to change?** No, ticket and pass prices are not changing at this time.
 14. **Can I still pay cash to ride the Commuter Bus?** Yes, you can still use cash to purchase one-way trips or purchase 10-trip tickets paid to the drivers.
 15. **Will the MTA continue to sell 10 trip tickets, Monthly Passes, and Transit Link Cards through the mail and Internet?** The MTA Internet and Ticket by Mail program will continue to sell Commuter Bus fare media.

16. **If I use Metrorail or Metrobus and MTA Commuter Bus, can I allot some benefits towards a SmarTrip® card and the rest to my personal account for Commuter Bus purchases?** Yes, your benefits can be divided to suit your needs but only on a SmarTrip® card. The CharmCard® may not be used to split your benefits.
17. **Will MTA sell discounted senior/disabled tickets/passes?** Yes, all products currently sold through the MTA Internet and Mail Program and on the buses will continue to be sold.
18. **Will I be charged postage if I purchase my Commuter Bus fare via the MTA Ticket by Mail program?** No. Standard United State Postal Service (USPS) postage is included when purchasing fare products via the MTA Ticket by Mail program. Additional costs apply if you choose to have your tickets sent via certified mail or FedEx. Mailing costs are not covered by your SmartBenefits®.